

*Join us!*



# Montana Health Care ASSOCIATION

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## 2019 Annual Convention and Exposition

September 22 - 25, 2019

DoubleTree by Hilton

Billings, Montana

[www.mthealthcare.org](http://www.mthealthcare.org)



# Montana Health Care Association 2019 Annual Convention and Exposition September 22 - 25, 2019

**DoubleTree by  
Hilton Hotel  
Billings, Montana**

**Trade Show: Monday, Sept. 23, 4:30 - 7:30 pm**

Be sure to visit the exhibits at the MHCA Trade Show. Exhibitors are an essential part of the long-term care team and have new and innovative products to enhance our ability to provide high quality care to the residents.

## Continuing Education Credits

Participants attending all educational functions can receive up to 16.5 CE credits subject to approval of appropriate licensing boards and professional certifying organizations. Certificates will be provided for up to 16.5 hours of continuing education, which are designed to meet the requirements of the Montana Board of Nursing Home Administrators and the Montana Board of Behavioral Health. Credits have been applied for and are pending with the National Certification Council for Activity Professionals, National Association of Activity Professionals Credentialing Center, Certifying Board of Dietary Managers, and Commission on Dietetic Registration.

Nursing—Montana Health Care Association is a professional organization that establishes standards and criteria for continuing education programs in nursing pursuant to Montana Board of Nursing regulations. Programs with a star (★) in Education Highlights and on the Seminar Registration Page indicate nursing contact hours.

## Registration Category

Your "Full Registration" includes all events, educational sessions, meals, meetings and trade show. Full registrations are available to employees, individuals, owners, associate members, consultants and corporate office staff.

Facilities may purchase "Additional Single Day Facility Staff Registrations" after purchase of a full facility registration. Spouse/guest registrations may be purchased on the enclosed registration form. Additional event tickets will be available on site at the MHCA registration desk.

## Special Rates for Nursing Students

MHCA is continuing its policy with respect to student fees. These fees apply to students currently enrolled in an approved LPN or RN nursing program. After the first full member registration, the fee for such students is \$125 to attend the entire conference. A copy of a student ID or other proof of status as a nursing student must be submitted with the registration form.

## Registration & Seminar Forms

Complete both the registration form and the seminar registration form and mail to MHCA no later than August 31 to receive an early registration discount. Please Note: If payment is being sent from a corporation or county office, please mail or fax the registration and indicate the check is being processed. Check must be received by MHCA prior to conference. The convention registration desk will be located in Conference Room 4 on the 3rd floor of the DoubleTree by Hilton Billings Hotel.

## Cancellation & Refund Policy

All requests for refunds must be addressed to MHCA in writing. Full refunds will be paid if written cancellation is received by August 31. Partial registration (all fees less \$50 per person administrative fee) will be refunded if written cancellation is received between September 1 and September 14. No refunds after September 14. Replacements are always welcome and no-shows will be billed.

## Hotel Reservations

Convention headquarters and registration will be at the DoubleTree by Hilton Billings Hotel, 27 N. 27th Street (800-445-8667 or 406-252-7400). A limited block of rooms at a special rate of \$134 plus tax has been reserved at the DoubleTree for MHCA attendees. When making reservations, individuals must ask for the MHCA rate. Reservations must be made by Sept. 7 to receive the special rate. Early reservations are advised as the room block will fill up quickly.

## For More Information Contact MHCA

Montana Health Care Association  
36 S. Last Chance Gulch, Suite A  
Helena, Montana 59601  
Telephone: 406-443-2876 Fax: 406-443-4614  
E-mail: [rosehughes@rmsmanagement.com](mailto:rosehughes@rmsmanagement.com)  
Website: [www.mthealthcare.org](http://www.mthealthcare.org)

# Agenda at a Glance

## Sunday, September 22

MHCA Scholarship Foundation

Board of Directors Meeting ..... 9:00 am - Noon  
MHCA Board of Directors Meeting ..... Noon - 5:00 pm  
Registration desk open ..... 6:00 - 8:00 pm

## Monday, September 23

Registration desk open ..... 7:30 am - 5:00 pm  
**Concurrent Educational Sessions** ..... 8:30 am - Noon  
Lunch & Roundtable Discussions ..... Noon - 1:30 pm  
• Administrators • Social Services Professionals  
• Nurse Executives • Assisted Living  
• Activity Directors  
**Concurrent Educational Sessions** ..... 2:00 - 4:30 pm  
Trade Show, Reception and Prizes ..... 4:30 - 7:30 pm

## Tuesday, September 24

Registration desk open ..... 7:00 am - 5:00 pm  
**Concurrent Educational Sessions** ..... 8:00 - 11:30 am  
Lunch and MHCA District Meetings ..... 11:30 am - 1:00 pm  
**Concurrent Educational Sessions** ..... 1:00 - 4:30 pm

## Wednesday, September 25

Registration desk open ..... 7:00 am - Noon  
**Concurrent Educational Sessions** ..... 8:00 - 11:30 am  
MHCA Annual Membership Meeting ..... 10:15 am - Noon

The Montana Health Care Association (MHCA) cannot be held liable for events beyond its control, such as acts of God, government regulations, disasters or weather-related hazards, civil unrest, acts of terrorism, or any other emergency, making it inadvisable or impossible to hold the conference. MHCA will make every effort to inform participants of any cancellation as soon as possible to enable participants to cancel hotel and flight arrangements.

## Conference Faculty



### Erin Bonitto

Erin Bonitto is a sought-after speaker, educator and dementia communication coach. The founder of Gemini Consulting, she is known as the innovator of Life Enrichment Systems for Dementia, a dementia education, programming and skill coaching framework. When Erin is not providing hands-on coaching in Life

Enrichment partner communities, she can be found as a popular featured speaker at aging services conferences. Erin's seminar topics include not only dementia, but sessions for the entire disciplinary team on a variety of topics. Erin has been described as a speaker who "can bring tears to your eyes and make you laugh out loud - all within seconds," all while delivering real-world, nuts and bolts tools that participants can put to use immediately. Care providers across the country have lauded Erin's down-to-earth style and real-world wisdom.



### John MacDonald

John MacDonald is a private consultant based in Helena, MT, specializing in strategic communications, crisis communication and media training. MacDonald is a former 16-year veteran of The Associated Press, where he served as a correspondent and news editor. As a consultant, he developed a comprehensive crisis communication curriculum intended to help

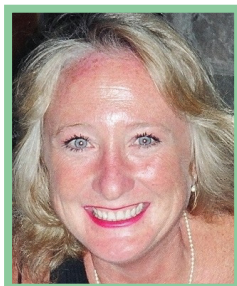
clients identify, prevent, mitigate, respond and recover from the types of incidents that can and do occur. Past and present clients include Zillow, Providence Health Systems, LifeFlight Network, Chevron Corp. and others.



### Kris Mastrangelo

Kris is a nationally recognized speaker with more than 24 years of experience in the health care industry with a specialty in the post acute care arena. An occupational therapy degree from Tufts University followed by a Master's in Business Administration from Salem State University coupled with a nursing home administrator's license, affords Kris an in-depth perspective

into the clinical, financial and operational components critical for business success. Kris owns and operates Harmony Healthcare International, a well recognized consulting firm that uses a systematic approach in addressing the CARE platform - compliance; audit and analysis; reimbursement, regulatory and rehab; and education and efficiency.



### Cindy Casady

Cindy is an energetic hands on speaker and consultant who is focused on tools that provide results. With over 10 years of direct operational experience, Cindy has spent the past 20 years consulting with, and coaching executives from many of the top 500 companies throughout North America. Her

reputation is one for delivering exceptional success in turning around declining operations. She is highly skilled at providing executive teams, owners, and front-line managers with tactics to train, coach, and inspire staff to take owner-



## Walt Stasinski

According to Walt, after earning a master's degree in Education from Wayne State University and a Master's Degree in Public Health, he began his real education, in the school of hard knocks. His early "speaking" career began as a teacher and

football coach at Wayne State University, which is where he learned how to motivate and inspire. "I also found out that people learn more when they're having fun, so I use humor to get the message across to my audience. I have my personal reasons, too. Let's face it, life is just a lot easier with a smile on your face and a hearty belly laugh." Walt is a keynote speaker and corporate trainer who has wowed audiences in just about every state for over 20 years - offering straightforward, common sense ideas that will work in your job and in your life.



## Reta Underwood

Reta has 34 years' experience in long term care, including facility and corporate level roles. Over the last two decades she has provided consulting services throughout the country focusing on MDS support and Medicare documenta-

tion, software development and IRO services to support CMS compliance and continued regulatory correction. Clients range from the large to small and individually owned providers and freestanding SNFs to hospital based swing bed units. She is nationally certified through the American Association of Nurse Assessment Coordination (AANAC) as a Resident Assessment Coordinator (RAC-CT), Quality (QAPI) Professional and Nurse Manager and has focused on Medicare as a specialty. She is a certified ICD-10-CM coder.

## We are also pleased to welcome the following presenters to this conference:

### BEHAVIORAL HEALTH PANELISTS:

**James B. Whitworth, M.D.**, Billings Clinic Behavioral Health, Staff Psychiatrist

**Susan A. Stevens, MS**, Psychology, Montana Mental Health Nursing Care Center, Lewistown, MT

**Heidi Southworth, RN, DON**, Montana Mental Health Nursing Care Center, Lewistown, MT

**Dee Strauss, NHA** (and former state surveyor) The Village Health and Rehab, Missoula, MT

**Lori Henderson, RN, BSN, NHA**, Great Falls, Montana, moderator

### DPHHS STAFF:

#### QUALITY ASSURANCE DIVISION - CERTIFICATION BUREAU

**Todd Boucher, BS**, Bureau Chief

**Tina Smith, NHA**, Health Facilities Surveyor, Supervisor, LTC Supervisor, RAI Coordinator

**Tony Sanfilippo, CFI**, Health Facilities Surveyor Supervisor, Life Safety Code and CLIA Supervisor

**Tyler Smith, DC**, Health Facilities Surveyor Supervisor, NLTC Supervisor, Complaint Coordinator

#### QUALITY ASSURANCE DIVISION - LICENSURE BUREAU

**Leigh Ann Holmes, RN**, Bureau Chief

**Tara Wooten, LPN**, Program Manager

**Harry Dziak, MSW**, Healthcare Facility Surveyor

**Linda Egebjerg, RN**, Healthcare Facility Surveyor

**Brett Christian**, Healthcare Facility Surveyor

#### SENIOR AND LONG TERM CARE DIVISION STAFF (INVITED)

**Barb Smith**, Administrator

**Shaunda Hildebrand**, Fiscal & Nursing Facility Services Bureau Chief

#### HUMAN AND COMMUNITY SERVICES DIVISION STAFF (INVITED)

#### MT DEPARTMENT OF JUSTICE:

**Jason Bright**, Business Operations Supervisor, Criminal Records and Identification Services Section



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*MHCA . . . providing leadership and empowerment within the long term care continuum through education, advocacy, information and support to our members.*

## About Our Education

### Which Programs Are for Me?

Once again, our education programs feature national experts in fields of interest to long term care providers. Many of the programs are designed to be inter-disciplinary—of interest to all members of your team. Some programs are designed exclusively for nursing homes and some are designed exclusively for assisted living—many are of interest to both. The **NH** **AL** symbols following the program description indicate whether a program is for nursing homes, assisted living or both. The “intended for” line indicates the disciplines for which the program is designed, and ⚙ indicates nursing contact hours.

**To fully benefit from conference educational sessions, please carefully review the following program descriptions and designations before making your selections on the registration page.**

## Monday, September 23

**8:30 am - 9:45 am**

### ★1 The Power of Fun at Work

Do you really enjoy your job? Do you finish your work day worn out? It doesn't have to be this way. You can achieve success and have fun doing it. You will be given practical tools to reduce stress, re-energize yourself, defuse conflict and make your job more fun. As a bonus, humor will help you with your productivity and creativity. Take your job seriously but yourself lightly.

**NH AL**

**Intended for:** All

**Presented by:** Walt Stasinski, Potential Unlimited, Troy, MI

**10:00 am - 12:00 Noon**

### ★2 You Can Make A Difference - 10 Best Ways to Motivate Employees/Coworkers

Jack Welch, the former CEO of General Electric, said "Employee engagement comes first. It goes without saying that no company, small or large, can win over the long run without energized employees who believe in the mission and understand how to achieve it." Great leaders know how to inspire their employees to perform at a high level. They have learned that this inspiration comes from the heart not the head. Whether you are a formal or informal leader, you will be given practical tools to invigorate others to do their best on a daily basis.

**NH AL**

**Intended for:** All

**Presented by:** Walt Stasinski, Potential Unlimited, Troy, MI

### ★3 Care Area Assessment Summaries (CAAS) - The CAA Process Done Right

The RAI process, which includes the federally-mandated MDS, is the basis for an accurate assessment of nursing home residents. The MDS information and the CAA process provide the foundation upon which the care plan is

formulated. There are 20 problem-oriented CAAs, each of which includes MDS-based "trigger" conditions that signal the need for additional assessment and review of the triggered care area. When implemented properly the CAA process should help staff consider each resident as a whole, identify areas of concern, develop interventions and address the need and desire for other important considerations. Does your facility process deliver these results? If not, this program is a must!

**NH**

**Intended for:** Interdisciplinary and clinical team members

**Presented by:** Reta Underwood, RAC-CT, CPC, QCP, Consultants for LTC, LeGrange, KY

**2:00 pm - 4:30 pm**

### ★4 The Behavioral Health Dilemma: Finding Answers

A perfect storm is developing with more individuals presenting for long term care with dementia and a mental health diagnosis and fewer providers being able to accept these individuals. Serious behavioral issues are common and the liability and survey regulations, fines and penalties make it difficult to say yes to providing services. This panel will discuss the issues but also try to offer solutions that may make it easier to say yes, or at least identify system improvements needed to change the landscape. Bring your questions and solutions that have worked and participate in this important discussion.

**NH AL**

**Intended for:** All

**Presented by:** Panel of experts and peers including James B. Whitworth, M.D., Billings, MT; Susan A. Stevens, MS, Lewistown, MT; Heidi Southworth, RN, DON, Lewistown, MT; Dee Strauss, NHA, Missoula, MT - moderated by Lori Henderson, RN, BSN, NHA, Great Falls, MT.

### 5 What's the Worst that Could Happen? Lessons in Crisis Prevention, Management and Communication

Anyone working in the health care field long enough will eventually face some level of crisis. How you respond - and how you communicate your response - often will determine whether a crisis is a minor, recoverable disruption or a career-ending nightmare. This presentation will help you understand how to identify and prevent crises, mitigate the impacts and respond effectively, and communicate and recover. Those who prepare, practice and constantly work to improve stand a far greater chance of not only recovering from a crisis, but becoming stronger because of it.

**NH AL**

**Intended for:** Administrators, corporate, public/media relations positions

**Presented by:** John MacDonald, JMAC Consulting, Helena, MT

### ★6 Development of a Complete and Usable Plan of Care

Care planning is a process that has several steps (12 to be exact) that may occur at the same time or in sequence but must produce an accurate and complete plan of care that directs staff in the services and interventions required and lead to quality and measurable outcomes. This course directs staff through these steps and into the development of a complete usable plan of care.

**NH**



**Intended for:** Interdisciplinary and clinical team members  
**Presented by:** Reta Underwood, RAC-CT, CPC, QCP,  
 Consultants for LTC, LeGrange, KY

## Tuesday, September 24

**8:00 - 11:30 am**

### ★7 Dementia Education that Sticks (and Inspires!)

Aging services communities understand what should be done to provide excellent dementia care - and it all begins with quality dementia education for our teams. Too often, though, we invest in dementia education without seeing significant changes in care approaches and programs. The challenge is figuring-out how to use our dementia education to ignite passion, create deeper understanding, and inspire actual changes in approach for all of our team members. In this session, Erin Bonitto, a nationally-known dementia educator, will offer concrete ideas for making dementia education simple, memorable and most-importantly: impactful for every team member. Using tools such as 'The Memory Glue Guy,' 'The Post-It Note,' and 'The Control Tower,' Erin will provide organizations with take-home strategies for ensuring the dementia education they provide not only 'sticks,' but inspires a more thoughtful approach to engagement, environmental triggers and behavior prevention.

**NH AL**

**Intended for:** Administrators, Managers, Nursing, Staff Educators, Social Services, Activities/Recreation, Therapies

**Presented by:** Erin M. Bonitto, MS, ADC, Gemini Consulting, Cold Spring MN

### ★8 Predictable Success and RoP Phase III for SNF Leaders

In order to remain competitive and viable in the market today, providers need to cultivate a new vision, embed strong organizational values and quality improvement methods, redesign care delivery using evidence-based practices and integrate use of technology to ensure interoperability and efficiency across the continuum. Predictable Success is one of the seven stages of growth and decline through which every organization progresses. The speaker will discuss the principles of Predictable Success and show how it is a state reachable by any group of people - in which they will consistently (and with relative ease) achieve their common goals. This session will review the regulatory landscape, paying specific attention to achieving Predictable Success while leading a skilled nursing facility team toward successful Requirements of Participation implementation.

**NH**

**Intended for:** Administrators, corporate, DONs, rehab and reimbursement directors, compliance officers and other SNF leadership

**Presented by:** Kris Mastrangelo, OTR/L, LNHA, MBA, Harmony Healthcare, Topsfield, MA

### ★9 Attracting, Recruiting and Hiring in Today's Competitive Workforce

Gain the competitive advantage by becoming the employer of choice - and ultimately the senior living community of choice for residents and families. In this fast-paced program Cindy will share tactical solutions that can be applied immediately. Attendees will get the vital components to super charge their recruiting program including how to become the employer of choice, innovative tools to recruit excellent people, places to find great employees and how to conduct a highly effective interview.

**AL**

**Intended for:** All

**Presented by:** Cindy Casady, Road to Service, LLC, North Palm Beach, FL

**1:00 pm - 4:30 pm**

### ★10 Skill-Based Dementia Communication Coaching: Preventing Behaviors and Transforming Culture

"It's all about the approach!" we proclaim when discussing dementia care. But, what exactly is this thing called the approach? How do we define it? How do we coach it? Can we measure its impact? Attendees of this session will hear from Erin Bonitto, a nationally-known dementia communication coach. During Part 1 of this session, Erin - along with a memorable cast of characters - will demonstrate dementia communication skills for the whole team, with a special focus on approaches known to prevent or reduce the intensity of challenging behaviors. During Part 2, Erin will share a Champion model for hands-on skill coaching, which has been described as the 'missing link' for many organizations' dementia care initiatives. Attendees will not only hear about coaching - they will get a sneak peak of actual coaching exercises on-stage. The session will include an exploration of outcomes, including: Reductions in antipsychotic use and worker injuries, and improvements in team morale.

**NH AL**

**Intended for:** Administrators, Managers, Nursing, Staff Educators, Social Services, Activities/Recreation, Therapies

**Presented by:** Erin M. Bonitto, MS, ADC, Gemini Consulting, Cold Spring MN

### ★11 Requirements of Participation (RoP) Phase III

This session will provide an overview of the changes outlined in the CMS Requirements for Medicare and Medicaid Participation which dramatically reforms the regulations for long-term care facilities. The speaker will focus on Phase III Regulations, with special attention to the importance of interdisciplinary communication and collaboration.

**NH**

**Intended for:** Administration, nursing, therapies, MDS coordinators, social workers, reimbursement coordinators, compliance officers and business office managers

**Presented by:** Kris Mastrangelo, OTR/L, LNHA, MBA, Harmony Healthcare, Topsfield, MA

### ★12 Assisted Living - State Update

This dynamic session will provide an update on issues of interest to assisted living facilities. DPHHS Licensure Bureau staff will provide an overview of the top ten deficiencies for all of fiscal year 2019 and important

information about incident reporting. MT Department of Justice staff will provide information about criminal background checks in light of 2019 legislation requiring background checks in assisted living.

**AL**

**Intended for:** All

**Presented by:** Leigh Ann Holmes, RN, Bureau Chief, Tara Wooten, LPN, Program Manager, and Harry Dziak, MSW, Linda Egebjerg, RN, and Brett Christian, Health Care Facility Surveyors, DPHHS Quality Assurance Division Licensure Bureau, Helena, MT; and Jason Bright, Business Operations Supervisor, Criminal Records and Identification Services Section, Department of Justice, Helena, MT

## ★13 State Update - Survey and Certification

Staff from the Certification Bureau will present updates for the Bureau, CMS and applicable regulations. Long term care topics will focus on abuse/neglect, infection control, discharge planning and phase 3 CMS regulation implementation for November 2019. Complaints and facility reported incidents will also be presented with discussion on CMS expectations and Certification Bureau processing. Additional topics will include emergency preparedness, life safety code and fall compliance issues as well as facility smoke evaluation system considerations.

**NH**

**Intended for:** All

**Presented by:** Todd Boucher, BS, Bureau Chief, Tina Smith, NHA, Tony Sanfilippo, CFI, and Tyler Smith, DC, DPHHS Quality Assurance Division Certification Bureau, Helena, MT

## Wednesday, September 25

**8:00 - 10:00 am**

### 14 Medicaid Reimbursement Issues - Nursing Homes and Community Services

The Senior and Long Term Care Division has been invited to provide updates on issues of interest to nursing homes and assisted living facilities related to Medicaid. The Human and Community Services Division has been invited to provide an update related to Medicaid eligibility.

**NH AL**

**Intended for:** Administrators

**Presented by:** DPHHS Senior and Long Term Care and Human and Community Services Divisions

**8:00 - 11:30 am**

### ★15 Creating Genuine Social Connection: The Firefly Program for Dementia and Therapeutic Small Groups

Sometimes (despite our best efforts!) our dementia programs become a bit cookie cutter - carried-out solely by over-taxed Activities-Recreation staff. Providers understand that more can be done for persons with dementia, but the challenge is how? The FireFly Dementia Program is an impactful, interdisciplinary approach suitable for SNF, AL, and memory care settings. The purpose is to create meaningful friendship connections between persons with dementia - cued by interdisciplinary FireFlies - at engaging, strength-based stations. Organizations with the program have reported persons with dementia eating better, sleeping

better and being more socially engaged with peers and even with family members. This session will provide attendees an overview of the program, including coaching strategies for the interdisciplinary FireFlies. Attendees can also expect a brief look at a second program for social connection: Therapeutic Small Group Activities, designed to provide moments of genuine connection for persons with more advanced dementia, including those very easily fatigued, unable to speak, or with limited mobility. Expect real-world, take-home ideas to infuse into your own dementia programs.

**NH AL**

**Intended for:** Activities and social services

**Presented by:** Erin M. Bonitto, MS, ADC, Gemini Consulting, Cold Spring, MN

## ★16 Person-Centered Perspectives

Person-Centered Care (PCC) is care that is customized based on needs and values of the person served and as of November 28, 2016, it became a component of the Requirements of Participation for skilled nursing facilities and long term care. Creating a culture of PCC provides the resident choice and control over his daily life. Incorporating the concept of PCC with the requirements for a baseline care plan within 48 hours of admission, increases the challenge of the requirement. This presentation will provide insights into establishing an organizational culture of PCC. Transitioning from a traditional culture to a culture of caring will be discussed, in addition to providing specific strategies for application of PCC through nine elements of culture change. The presentation will also include strategies for success and lessons from the hospitality industry that can be applied to the healthcare and organizational setting.

**NH**

**Intended for:** Administration, nursing, therapies, MDS coordinators, social workers, compliance officers and reimbursement specialists, and business office managers

**Presented by:** Kris Mastrangelo, OTR/L, LNHA, MBA, Harmony Healthcare, Topsfield, MA

## ★17 Delivering Extraordinary Customer Services

The senior living industry is extremely competitive. New companies are dotting the landscape with the ultimate innovations in floor plans, dining menus, and creative activities. However, research shows that it is how you make your customer feel that makes all the difference. In this fun and upbeat program, Cindy will share with audiences the finer points on how to make their community decidedly different. Learn how to take your residents' experience to the next level, how to build authentic relationships with residents and families, the difference between service thinking and operational thinking and how to create a culture of excellence.

**AL**

**Presented by:** Cindy Casady, Road to Service, LLC, North Palm Beach, FL

*See you next year!*



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36 S. Last Chance Gulch, Suite A ■ Helena, MT 59601

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